

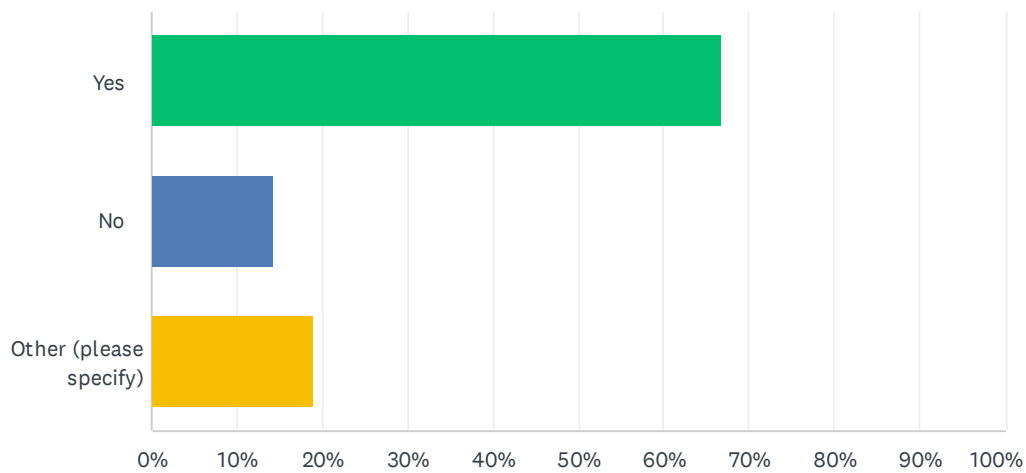
## Q1 What is your name and jurisdiction?

Answered: 21 Skipped: 0

#	RESPONSES	DATE
1	Laura Frederick - Pierce Township	1/24/2023 8:06 AM
2	Lori Thompson, Madeira	1/23/2023 4:41 PM
3	Nate Henderson, Village of Indian Hill	1/23/2023 1:40 PM
4	City of Middletown	1/23/2023 12:42 PM
5	Delhi Township	1/23/2023 12:12 PM
6	Clayton Fire Department	1/23/2023 11:19 AM
7	Kathleen Kennedy, Springfield Township	1/23/2023 11:16 AM
8	Wyoming	1/23/2023 10:26 AM
9	Tammy Reasoner Amberley Village	1/23/2023 10:23 AM
10	Eric Meister - I.T Manager - City of Mason, Ohio	1/23/2023 10:09 AM
11	Anderson Township	1/23/2023 10:08 AM
12	Mike Nie Systems Manager Green Township	1/23/2023 10:03 AM
13	Addyston	1/23/2023 9:55 AM
14	Dennis Dick West Chester Township	1/23/2023 9:44 AM
15	Village of Fairfax - Jennifer Kaminer	1/23/2023 9:30 AM
16	Jeff Wright, Miami Township - Clermont County	1/23/2023 9:26 AM
17	city if deer park	1/23/2023 9:25 AM
18	Brian Uhl City of Springdale	1/23/2023 9:21 AM
19	Lincoln Heights	1/23/2023 9:08 AM
20	Angela S. Wasson. City of Monroe	1/23/2023 9:06 AM
21	Lon Green - City of Trenton, Ohio	1/23/2023 9:04 AM

## Q2 Does your jurisdiction utilize a VOIP phone provider?

Answered: 21 Skipped: 0

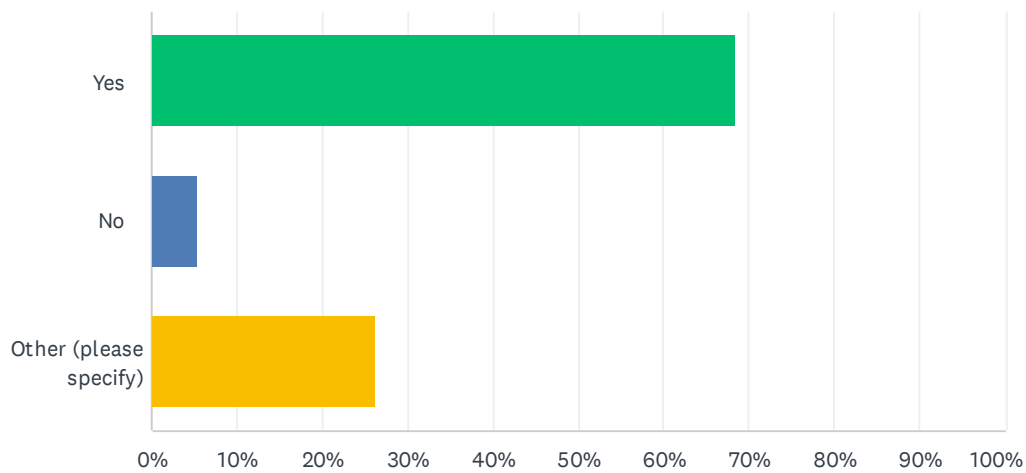


ANSWER CHOICES	RESPONSES
Yes	66.67% 14
No	14.29% 3
Other (please specify)	19.05% 4
<b>TOTAL</b>	<b>21</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	We manage our own on site Cisco VOIP system	1/23/2023 10:09 AM
2	We currently have Cisco	1/23/2023 10:08 AM
3	Not currently, but we are replacing our phone system in the next few months. We will most likely switch our service to VOIP in the process.	1/23/2023 10:03 AM
4	ATC	1/23/2023 9:25 AM

### Q3 Would you recommend your VOIP phone provider?

Answered: 19 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	68.42% 13
No	5.26% 1
Other (please specify)	26.32% 5
<b>TOTAL</b>	<b>19</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Pros and cons; customer service poor; instruction manuals outdated and innacurate	1/23/2023 10:23 AM
2	We utilize Cincinnati Bell/Altafiber for phone service via PRI	1/23/2023 10:09 AM
3	We are in the process of changing our phone system over to Ring Central. This should take place within the next month.	1/23/2023 10:08 AM
4	N/A Not using yet.	1/23/2023 10:03 AM
5	Don't have VOIP	1/23/2023 9:04 AM

## Q4 If yes, please provide the vendor/contact information below:

Answered: 15 Skipped: 6

#	RESPONSES	DATE
1	Cincinnati Bell Ryan Satzger SLED Account Executive 513-604-5487	1/24/2023 8:06 AM
2	VerCom Systems vercomsystems.com Chris Troup (937) 847-2550 chris.troup@vercomsystems.com	1/23/2023 1:40 PM
3	We use an Avaya VOIP system purchased through ConvergeONE. Jeff Morgan NAMED ACCOUNT MANAGER O 317.813.5126	1/23/2023 12:42 PM
4	Alta Fiber Guy Warman Senior Account Manager 513-397-5698	1/23/2023 12:12 PM
5	Vercom	1/23/2023 11:19 AM
6	Parallel Technologies <a href="https://www.paralleltech.com/">https://www.paralleltech.com/</a>	1/23/2023 11:16 AM
7	Alta Fiber/Cincinnati Bell	1/23/2023 10:26 AM
8	Cincinnati Bell	1/23/2023 10:23 AM
9	Nathan Ticich, Sales Specialist - Ring Central 1-702-263-9433	1/23/2023 10:08 AM
10	Vercom Systems, Inc. Chris Troup 937-847-2550	1/23/2023 9:44 AM
11	AltaFiber - we use the Emerge VOIP system Contact: Ryan Satzger - Senior Acct Mgr Government Accounts 513-604-5487 Ryan.Satzger@cinbell.com	1/23/2023 9:30 AM
12	I recommend you consult with Nick Enger at ATC to help review proposals and to assist with your contract between you and your vendor. Nick Enger Chief Technology Officer D. (513) 323-1127 Super Support: Call or Text: (513) 323-8000 Email: SuperSupport@4atc.com 7570 Bales Street, Ste. 430, Liberty Township, OH 45069 <a href="http://www.4ATC.com">www.4ATC.com</a> Follow us on LinkedIn, Facebook, Twitter, and Instagram	1/23/2023 9:26 AM
13	RingCentral is our current VOIP service. We used Mitel for about a year, and RingCentral offers more reliable VOIP services and more functional mobility.	1/23/2023 9:21 AM
14	Spectrum Enterprise 1-866-528-0949	1/23/2023 9:08 AM
15	Velecor. Jameson. 513-539-7374 extension 1016.	1/23/2023 9:06 AM

# #1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:01:25 AM  
**Last Modified:** Monday, January 23, 2023 9:03:44 AM  
**Time Spent:** 00:02:18  
**IP Address:** 147.0.190.181

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Page 1

## Q1

What is your name and jurisdiction?

Lon Green - City of Trenton, Ohio

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## Q2

Does your jurisdiction utilize a VOIP phone provider?

**No**

## Q3

Would you recommend your VOIP phone provider?

Other (please specify):  
Don't have VOIP

---

## Q4

If yes, please provide the vendor/contact information below:

---

**Respondent skipped this question**

# #2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:04:58 AM  
**Last Modified:** Monday, January 23, 2023 9:05:53 AM  
**Time Spent:** 00:00:55  
**IP Address:** 216.196.183.170

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Page 1

## Q1

What is your name and jurisdiction?

Angela S. Wasson. City of Monroe

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

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## Q3

Yes

Would you recommend your VOIP phone provider?

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## Q4

If yes, please provide the vendor/contact information below:

Velecor. Jameson. 513-539-7374 extension 1016.

---

# #3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:05:03 AM  
**Last Modified:** Monday, January 23, 2023 9:08:22 AM  
**Time Spent:** 00:03:19  
**IP Address:** 198.24.118.90

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Page 1

## Q1

What is your name and jurisdiction?

Lincoln Heights

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Spectrum Enterprise  
1-866-528-0949

---

# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:19:00 AM  
**Last Modified:** Monday, January 23, 2023 9:21:12 AM  
**Time Spent:** 00:02:12  
**IP Address:** 216.48.130.162

---

Page 1

## Q1

What is your name and jurisdiction?

Brian Uhl  
City of Springdale

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

RingCentral is our current VOIP service. We used Mitel for about a year, and RingCentral offers more reliable VOIP services and more functional mobility.

---



# #5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:23:41 AM  
**Last Modified:** Monday, January 23, 2023 9:24:38 AM  
**Time Spent:** 00:00:56  
**IP Address:** 69.61.193.21

---

Page 1

## Q1

What is your name and jurisdiction?

city if deer park

---

## Q2

Does your jurisdiction utilize a VOIP phone provider?

Other (please specify):  
ATC

---

## Q3

Would you recommend your VOIP phone provider?

No

---

## Q4

If yes, please provide the vendor/contact information below:

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Respondent skipped this question

# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:17:00 AM  
**Last Modified:** Monday, January 23, 2023 9:25:50 AM  
**Time Spent:** 00:08:50  
**IP Address:** 69.61.229.154

---

Page 1

## Q1

What is your name and jurisdiction?

Jeff Wright, Miami Township - Clermont County

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

I recommend you consult with Nick Enger at ATC to help review proposals and to assist with your contract between you and your vendor.

Nick Enger  
Chief Technology Officer  
D. (513) 323-1127

Super Support:  
Call or Text: (513) 323-8000  
Email: SuperSupport@4atc.com

7570 Bales Street, Ste. 430, Liberty Township, OH 45069  
www.4ATC.com  
Follow us on LinkedIn, Facebook, Twitter, and Instagram

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# #7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:25:46 AM  
**Last Modified:** Monday, January 23, 2023 9:29:41 AM  
**Time Spent:** 00:03:55  
**IP Address:** 216.68.204.86

---

Page 1

## Q1

What is your name and jurisdiction?

Village of Fairfax - Jennifer Kaminer

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

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## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

AltaFiber - we use the Emerge VOIP system  
Contact: Ryan Satzger - Senior Acct Mgr Government Accounts 513-604-5487 Ryan.Satzger@cinbell.com

---

# #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:43:04 AM  
**Last Modified:** Monday, January 23, 2023 9:44:02 AM  
**Time Spent:** 00:00:58  
**IP Address:** 216.68.226.226

---

Page 1

## Q1

What is your name and jurisdiction?

Dennis Dick  
West Chester Township

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Vercom Systems, Inc.  
Chris Troup  
937-847-2550

---

# #9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 9:54:34 AM  
**Last Modified:** Monday, January 23, 2023 9:54:53 AM  
**Time Spent:** 00:00:18  
**IP Address:** 216.196.244.58

---

Page 1

## Q1

What is your name and jurisdiction?

Addyston

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## Q2

**No**

Does your jurisdiction utilize a VOIP phone provider?

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## Q3

**Respondent skipped this question**

Would you recommend your VOIP phone provider?

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## Q4

**Respondent skipped this question**

If yes, please provide the vendor/contact information below:

---

# #10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 10:00:25 AM  
**Last Modified:** Monday, January 23, 2023 10:03:12 AM  
**Time Spent:** 00:02:47  
**IP Address:** 66.117.198.210

---

Page 1

## Q1

What is your name and jurisdiction?

Mike Nie  
Systems Manager  
Green Township

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## Q2

Does your jurisdiction utilize a VOIP phone provider?

Other (please specify):

Not currently, but we are replacing our phone system in the next few months. We will most likely switch our service to VOIP in the process.

---

## Q3

Would you recommend your VOIP phone provider?

Other (please specify):

N/A Not using yet.

---

## Q4

If yes, please provide the vendor/contact information below:

**Respondent skipped this question**

---

# #11

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 10:06:00 AM  
**Last Modified:** Monday, January 23, 2023 10:08:10 AM  
**Time Spent:** 00:02:10  
**IP Address:** 74.219.232.36

---

Page 1

## Q1

What is your name and jurisdiction?

Anderson Township

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## Q2

Does your jurisdiction utilize a VOIP phone provider?

Other (please specify):  
We currently have Cisco

---

## Q3

Would you recommend your VOIP phone provider?

Other (please specify):  
We are in the process of changing our phone system over to Ring Central. This should take place within the next month.

---

## Q4

If yes, please provide the vendor/contact information below:

Nathan Ticich, Sales Specialist - Ring Central  
1-702-263-9433

---

# #12

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 10:04:58 AM  
**Last Modified:** Monday, January 23, 2023 10:08:38 AM  
**Time Spent:** 00:03:39  
**IP Address:** 66.161.221.162

---

Page 1

## Q1

What is your name and jurisdiction?

Eric Meister - I.T Manager - City of Mason, Ohio

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## Q2

Does your jurisdiction utilize a VOIP phone provider?

Other (please specify):  
We manage our own on site Cisco VOIP system

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## Q3

Would you recommend your VOIP phone provider?

Other (please specify):  
We utilize Cincinnati Bell/Altafiber for phone service via PRI

---

## Q4

If yes, please provide the vendor/contact information below:

---

**Respondent skipped this question**



# #13

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 10:18:45 AM  
**Last Modified:** Monday, January 23, 2023 10:22:38 AM  
**Time Spent:** 00:03:53  
**IP Address:** 69.61.243.170

---

Page 1

## Q1

What is your name and jurisdiction?

Tammy Reasoner  
Amberley Village

---

## Q2

**Yes**

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Would you recommend your VOIP phone provider?

Other (please specify):  
Pros and cons; customer service poor; instruction manuals  
outdated and innacurate

---

## Q4

If yes, please provide the vendor/contact information below:

Cincinnati Bell

---

# #14

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 10:25:22 AM  
**Last Modified:** Monday, January 23, 2023 10:25:58 AM  
**Time Spent:** 00:00:36  
**IP Address:** 70.60.183.2

---

Page 1

## Q1

What is your name and jurisdiction?

Wyoming

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Alta Fiber/Cincinnati Bell

---

# #15

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 11:15:25 AM  
**Last Modified:** Monday, January 23, 2023 11:16:26 AM  
**Time Spent:** 00:01:00  
**IP Address:** 70.61.148.147

---

Page 1

## Q1

What is your name and jurisdiction?

Kathleen Kennedy, Springfield Township

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Parallel Technologies <https://www.paralleltech.com/>

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# #16

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 11:18:14 AM  
**Last Modified:** Monday, January 23, 2023 11:18:40 AM  
**Time Spent:** 00:00:25  
**IP Address:** 76.190.117.50

---

Page 1

## Q1

What is your name and jurisdiction?

Clayton Fire Department

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Vercom

---

# #17

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 12:10:55 PM  
**Last Modified:** Monday, January 23, 2023 12:12:19 PM  
**Time Spent:** 00:01:24  
**IP Address:** 66.161.250.150

---

Page 1

## Q1

What is your name and jurisdiction?

Delhi Township

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Alta Fiber  
Guy Warman  
Senior Account Manager  
513-397-5698

---

# #18

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 12:40:08 PM  
**Last Modified:** Monday, January 23, 2023 12:41:52 PM  
**Time Spent:** 00:01:44  
**IP Address:** 216.48.130.194

---

Page 1

## Q1

What is your name and jurisdiction?

City of Middletown

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

We use an Avaya VOIP system purchased through ConvergeONE.

Jeff Morgan  
NAMED ACCOUNT MANAGER  
O 317.813.5126

---

# #19

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 1:35:53 PM  
**Last Modified:** Monday, January 23, 2023 1:39:50 PM  
**Time Spent:** 00:03:57  
**IP Address:** 216.196.229.222

---

Page 1

## Q1

What is your name and jurisdiction?

Nate Henderson, Village of Indian Hill

---

## Q2

Yes

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

Yes

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

VerCom Systems  
vercomsystems.com  
Chris Troup  
(937) 847-2550  
chris.troup@vercomsystems.com

---

# #20

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 23, 2023 4:40:15 PM  
**Last Modified:** Monday, January 23, 2023 4:40:33 PM  
**Time Spent:** 00:00:18  
**IP Address:** 76.190.87.50

---

Page 1

## Q1

What is your name and jurisdiction?

Lori Thompson, Madeira

---

## Q2

**No**

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

**Respondent skipped this question**

Would you recommend your VOIP phone provider?

---

## Q4

**Respondent skipped this question**

If yes, please provide the vendor/contact information below:

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# #21

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, January 24, 2023 8:05:11 AM  
**Last Modified:** Tuesday, January 24, 2023 8:06:28 AM  
**Time Spent:** 00:01:16  
**IP Address:** 69.61.162.234

---

Page 1

## Q1

What is your name and jurisdiction?

Laura Frederick - Pierce Township

---

## Q2

**Yes**

Does your jurisdiction utilize a VOIP phone provider?

---

## Q3

**Yes**

Would you recommend your VOIP phone provider?

---

## Q4

If yes, please provide the vendor/contact information below:

Cincinnati Bell  
Ryan Satzger  
SLED Account Executive  
513-604-5487

---